

**CCDF BIDDER'S CONFERENCE
QUESTIONS & ANSWERS
5-25-05**

Q. What criteria will be used for determining case files to be eligibility-inaccurate?

A. *See attached document "Current 805 Application Complete/Accurate"*

Q. What are the criteria for receiving sub-contractor approvals?

A. *The sub-contractor must meet the same contracting requirements as the primary contractor. (See Certification Statements and Assurances in the RFF packet.) Any agency holding a current contract with the State of Indiana would be considered in good standing. Final approval of the sub-contract agreement would be at the Child Care Manager's discretion.*

Q. What are the required elements of a sub-contractor?

A. *Subcontractors must meet the same contracting requirements as the primary contractor. Therefore, the subcontractor must be in compliance with all assurances statements, i.e. registered with the Secretary of State, in good standing with FSSA, etc. In addition, the contractual relationship between the primary contractor and the subcontractor must be clearly defined. The primary contractor will be held accountable to the State for errors or omissions the sub-contractor.*

Q. Who will be reviewing bids and deciding best bid?

A. *A panel of individuals with differing areas of expertise will review the bids and make individual recommendations based on a scoring tool. A final approval will be made after all individual recommendations and comments have been recorded and evaluated.*

Q. What are the criteria for awarding best bid?

A. *An application must be submitted timely to be considered. All attachments must be included in the application packet to be considered. In addition, all attachments must be included in the application packet or the application will not be considered. (Applicant should use Submission Checklist to assist in preparation of the mailed document.) The application will be scored in three categories: Agency Narrative (50 points maximum), Intake Delivery Plan (25 points maximum), and County Intake Delivery Plan (75 points maximum).*

Q. When will bid results be available?

A. *It is anticipated selected applicants will be contacted by July 15, 2005. Public announcement will be made when contracts have been finalized.*

- Q. What will the appeal process be if not awarded the bid?
A. *This process is a public process, however, it is not a Request for Proposal rather it is a Request for Funds. Therefore, this application is not subject to the same rules as Department of Administration proposals. Although an applicant does not have appeal rights, they may ask for a review by the Director of the Division.*
- Q. The time study regarding \$18 per unit – what happened?
A. *The existing time study will be used for the upcoming contract year. Currently, there are no plans for a new time study.*
- Q. Page 5 – Amount of Care states amount must correspond directly with the number of hours worked or participating in an educational program. What about hours for transportation and/or study time?
A. *Study time must be calculated using established policy which is based on the number of hours a student is participating in their educational activity. Travel time also corresponds to an individual's hours worked and should be calculated based on the number of days worked per week in compliance with established policy.*
- Q. Can you please make available the boilerplate contract language/template that will be used for this grant?
A. *The boilerplate contract is not ready at this time. The elements of the contract are highlighted in the RFF Overview and Information section and CCDF Intake Responsibilities Summary document.*
- Q. Page 3 – “Overview and Information” the last bullet says “Here the ability to begin contract responsibilities . . . effective October 1, 2005 as the Intake Agent.” What does this contract responsibility refer to?
A. *The applicant must be prepared to begin all Intake duties effective October 1, 2005.*
- Q. Has BCD projected active case counts with raising participation to 140% of poverty?
A. *Yes*
- Q. Will a proposal be looked upon more favorably with an Intake Agent having an office in every county within the region?
A. *Each proposal will be evaluated based on three criteria: is the proposal family friendly, is the proposal business effective, and has the applicant demonstrated a high level of accountability.*
- Q. Shouldn't each region be reimbursed \$18 per family and not each county?

- A. *The AIS software is a “county-based” system, therefore, reimbursements will be calculated on a county basis. The total reimbursement would be equivalent to a system basing reimbursement by region.*
- Q. What is the point of regionalization if funds can’t be used throughout the region?
- A. *The AIS software is a “county-based” system. This system ensures all counties have access to child care benefits.*
- Q. Six month recertification not face-to-face
- 1) Do they have to sign an 805?
Yes, however, the signature does not have to be an original signature.
- 2) Do we have to provider’s signature on request for voucher?
- A. *The provider’s signature is required on page 3 of the 805 only and does not have to be an original signature.*
- Q. What do you mean “Dedicated Toll Free Number”, is agency’s toll fee number okay?
- A. *Yes, if it is clear to the caller how to reach the Intake Office from the toll-free line.*
- Q. Question the statement that \$18 admin cannot be used for other programs
- 1) What are the requirements? Cannot come out exact, this is not a cost reimbursement contact, will either make \$ or lose \$.
- A. *The expectation is the funds will be used in some way to support the delivery of CCDF services within the region.*
- Q. Page 7 #2A-C
- 1) Please discuss possible payback of child care subsidies, how will it be determined?
- 2) What is meant by 2nd and 3rd monitoring? Are these different visits with different files or same files that started as a program finding and became ineligible?
- A. 1) *Child care subsidies refers to fund paid for child care on behalf of the parent. Intake would be responsible for repayment of subsidies paid during the period when the parent should have been determined ineligible.*
- 2) *These are different visits which may or may not review the same files. If the agency is unable to correct an error, it will not be used to penalize the agency in future visits. However, errors which can be correct must be or their will be further findings.*
- Q. If your CCRR is bidding for this CCDF region – what if they are unwilling to do a MOU with us?
- A. *The proposal asks for a sample MOU. If the contract is awarded and the agency is unable to secure a signed MOU, your Educare Consultant and an IACCRR Consultant will be asked to mediate. Contract language is present in both parties*

contracts which requires agencies work cooperatively to ensure successful child care placement for CCDF families, etc.

Q. If you do a recertification by fax or phone, do you need an original signature?

A. *No*

Q. 1) How firm do the plans need to be for providing services in new counties?

2) Do we have to have firm commitments?

A. *The applicant must be able to assure the State they will be able to begin service delivery on October 1, 2005 in the method presented in the applicant's proposal.*

Q. Any upcoming changes that we don't know about?

A. *We are not aware of any changes at this time and will share information as it becomes available.*

Q. Why has the State decided to regionalize this program?

A. *The regionalization of services provider higher efficiencies through economies of scale for both the service provider and the State monitoring agency. In addition, regionalization will consolidate intake resources, reduce application barriers and provider greater access through technology.*

Q. How can an agency partner with other agencies to keep their load?

A. *Each applicant must develop a plan for service delivery which may include sub-contractors.*

Q. Application updates

1) Currently verification of residency is needed at each update; is that changed?

2) Will the parent need to sign an updated 805?

A. *1) No, verification of residency is required at each update.*

2) Yes, but an original signature will not be required.

Q. Family Friendly

1) Did you say – face to face contact was not required?

2) Can we do intake over the phone/fax?

A. *1) New applicants must be enrolled in the program through a face-to-face interview with intake staff. Applicants who have not been actively participating in the program for the previous ninety (90) days are considered new applicants.*

2) Recertification/update can be done by phone or fax or other method developed by the agency which is family-friendly and accountable.

Q. 1) Will computers, printers be supplied?

2) Can files be kept in car when traveling?

3) Can Intake Agent have office out of his/her home? But meet at library, etc?

- A. 1) *Current Intake Agent inventory will be transferred to new contractors. Each Intake Agent may receive one computer per county, if needed. Printers may or may not be available.*
2) *The applicant must ensure files are kept confidential at all times and are available for audit/monitor.*
3) *This type of arrangement must be included in your proposal and provide information regarding file security and quality assurance policies which define this work method. In addition, the applicant must detail how client confidentiality will be maintained if applications are take in a public place.*

Q. Is there a page limit for the grant package?

- A. *No, however, we do request complete answers which are also concise.*

Q. Why can't I get my own agency's data out of AIS? This is the only web-based database that doesn't allow me to do it by using ACCESS Indiana.

- A. *This is currently unavailable, but we will explore the possibility.*

Q. Will we have access to our consultant to train new staff?

- A. *Yes*

Q. Who will notify parents/providers/community? If up to the agent will there be dollars for it?

- A. *The exiting agency is responsible for copying all client files, including most current 805 and back-up documentation. The new agency is responsible for parent notification. Community and provider notification methods should be included in your marketing plan within the application.*

Q. Will there be time for transition and who is responsible for the transfer?

- A. *An applicant must assure the Bureau of Child Development they will be able to begin providing Intake services as of October 1, 2005. Your application should include the action steps you will take to complete transition timely. The regional Educare Consultant and AIS Software Support personnel will work with the new intake as well as the exiting intake to facilitate a smooth transition.*

Q. Can agency apply for more than one region?

- A. *Yes*

Q. Will there be start up dollars for each county to pay for new staff, office?

- A. *No, this is not currently anticipated.*

- Q. How much contact information is sufficient to answer #9? Are names enough?
A. *Please provide the State or Federal agency name as well as a contact name and phone number or email address.*
- Q. 1) Why do you want a sample Memorandum of Understanding from each bidder?
2) Wouldn't it make more sense for the BCD to create its own MOU?
A. *1) Each applicant's county plan may require different elements be written into the MOU. An application may have one or more sample MOU's depending on the proposed service delivery plan.*
2) An MOU is a document which reflects the unique relationship between two entities. A single MOU may not represent all the elements necessary to support service delivery within a county.
- Q. Is there required in the RFF a budget showing how the individual management dollars will be spent in the region?
A. *No*
- Q. What does "provide two professional references" mean?
State agencies/foundations – what?
A. *Professional references are agencies or businesses for whom your agency provides services including contact name, phone number, and email address if available. If your agency has reference other than State agencies, please include them.*
- Q. What is the transition process going to 140% of poverty do you expect number of families to decrease to support budgeted dollars?
A. *Effective October 1, 2005, a family will not be terminated when their income reaches 128% of poverty. The AIS software will allow a family to remain on the program until the household income exceeds 140% of poverty. Because families at 140% of poverty pay a larger co-payment than families below 127%, there should not be a negative impact on the number of families served.*
- Q. Professional references – Do you want just names and contact information or actual letter?
A. *A letter of reference is not required, but appreciated if available.*
- Q. What needs to be included in the sample Memorandum of Understanding?
A. *The MOU should provide a framework for the working relationship between your agency and the other party. This framework should clearly reflect the expectations of both parties.*
- Q. Will there be funds for laptop computers – if there is not an office in the county?
A. *Not at this time, however, some current Intake contracts may have State owned laptop computers as part of their CCDF inventory.*

- Q. Page 6 – there is mention of training – have those training dates been identified?
A. *No, some training can be provided through an internet connection and phone access. However, should it be necessary to provide centralized training, all intake staff would be expected to attend.*
- Q. 1) Who operates the program in Elkhart County?
2) How many staff are in each of these counties?
3) What is the status of each provider in those counties?
4) Are they in good standing?
A. 1) *Contact information for all county Intake Agents is available at <http://www.in.gov/fssa/children/bcd/intake.html>*
2) *The Bureau of Child Development does not have the number of county CCDF staff readily available. To obtain this information, the applicant should contact the Intake Agent directly.*
3 & 4) *If an agency currently holds a contract with the Family and Social Service Administration, they are considered in good standing.*
- Q. 1) Explain 6 month voucher, if parent has pay increase they don't have to notify us?
2) What about service need reduced?
3) They don't have to notify and they are still eligible?
A. 1) *Correct, however, if the parent loses their job or is no longer attending school, they would be required to notify the Intake Agent of this change.*
2) *The applicant does not have to notify the Intake Agent of a reduction in service need, only a loss.*
3) *Yes, the applicant would still be eligible unless there was a loss of service need.*
- Q. "Income verification is good for six months" is the parent required to report changes in income or only at recert?
A. *The parent is not required to report changes in income only loss of service need.*